

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re the Application of:)	Group Art Unit:	2642
)		
EDWARDS et al.)	Examiner:	DEANE, JR.
)		
Serial No.: 09/247,893)	Confirmation No.:	8170
)		
Filed: February 10, 1999)	<u>RESPONSE TO RESTRICTION</u>	
)	<u>REQUIREMENT</u>	
Atty. File No.: 4366-33)		
)		
For: "DYNAMICALLY ALLOCATING)		
SERVER RESOURCES TO)		
COMPETING CLASSES OF WORK)		
BASED UPON ACHIEVEMENT OF)		
SERVICE GOALS")		

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

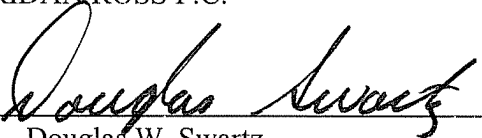
Dear Sir:

In an Office Action dated July 27, 2006, the Examiner issued a Restriction Requirement with regard to the above-identified patent application. Generally, the Examiner indicated that Claims 97-136, drawn to a method of determining if an agent should service work items of a first work type in a work processing facility, Claims 137-150, drawn to servicing work items of a work type and states of a contact center, and Claims 165 -178, drawn to a system for determining composite preference value were distinct inventions. Applicants hereby elect to prosecute Group I, Claims 97-136 in this patent application. However, Applicants respectfully reserve the right to pursue Claims 137-150 and Claims 165-178, in a subsequent divisional/continuation application.

Respectfully submitted,

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By: _____


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